

**BAR ZEV Action Report - 2022**

**Key Collaborators:** CARB, ETP, CWDB, Local and Regional Governments, Vehicle Manufacturers, Fleets, NGOs, Academia

**Equity:** Educate and protect consumers in the secondhand market.

Category	Action	Method	Update/Response
<p><b>Consumer Confidence:</b></p>	<p>Share information BAR obtains from partnering agencies on ZEV vehicle reliability, minimal required maintenance, and general cost savings.</p>	<ul style="list-style-type: none"> <li>Amplify ZEV program messaging on BAR’s social media pages</li> </ul>	<ul style="list-style-type: none"> <li>Posted the GO-Biz ZEV Market Development Strategy on BAR’s website. Also posted Partial Zero Emission Vehicle Extended Emissions Warranty information. Posted the April 22, 2021 Bureau Advisory Committee meeting presentation from GO-Biz (Tyson Eckerle)</li> <li>Following the partner program social media accounts listed below with the goal of sharing any appropriate ZEV messaging with BAR followers.               <ul style="list-style-type: none"> <li>Bay Area Air Quality Management District (AQMD)</li> <li>Governor’s Office of Business and Economic Development (GO-Biz)</li> <li>Office of the Governor of California</li> <li>Sac Metro Air Quality Management District (AQMD)</li> <li>San Joaquin Valley Air District</li> <li>South Coast Air Quality Management District (AQMD)</li> </ul> </li> </ul>

	Promote air district programs that help income-qualified residents to purchase ZEV vehicles.	<ul style="list-style-type: none"> <li>• BAR Website (<a href="https://www.bar.ca.gov/">https://www.bar.ca.gov/</a>)</li> <li>• Inserts on CAP letters of eligibility</li> <li>• Amplify ZEV program messaging on BAR’s social media pages</li> </ul>	<ul style="list-style-type: none"> <li>• Posted the information on BAR’s website, included information in CAP’s vehicle retirement eligibility letters</li> </ul>
<b>Maintenance and Repairs:</b>	Mediate consumer complaints on ZEV vehicle repairs and other automotive repair dealer issues.	<ul style="list-style-type: none"> <li>• Telephone complaints</li> <li>• BAR website “File a Complaint” option (<a href="https://www.bar.ca.gov/Consumer/Complaint_Process_and_Form/">https://www.bar.ca.gov/Consumer/Complaint_Process_and_Form/</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• Six ZEV consumer complaints were filed with BAR in 2022.</li> </ul>
	Provide license status information (suspension, probation, or other enforcement actions) on ZEV automotive repair dealers.	<ul style="list-style-type: none"> <li>• BAR website “Auto Shop Locator” tool (<a href="https://www.bar.ca.gov/pubwebquery/ard/search.aspx">https://www.bar.ca.gov/pubwebquery/ard/search.aspx</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• Automotive Repair Dealer locator is now live on BAR’s website.</li> </ul>
	Collaborate with representatives from automotive organizations and other partnering agencies on strategies to increase access to and improve training for automotive technicians who	<ul style="list-style-type: none"> <li>• BAR Advisory Group</li> <li>• BAR Educational Advisory Group</li> <li>• Schools and institutions with automotive repair training programs</li> <li>• National Institute for Automotive Service Excellence</li> </ul>	<ul style="list-style-type: none"> <li>• BAR Advisory Group presentation on GO-Biz ZEV marketing plan; discussed ZEV vehicles with the BAR Educational Advisory Group in October 2021.</li> </ul>

	repair ZEV vehicles.		
<b>Data:</b>	Begin collecting ZEV complaint data (maintenance and repairs).	<ul style="list-style-type: none"> <li>Track ZEV complaint trends on Consumer Affairs System which houses licensing and enforcement data (service request has been submitted to add ZV category to CAS)</li> </ul>	<ul style="list-style-type: none"> <li>Three ZEV vehicle complaints received and tracked in 2021.</li> <li>Six ZEV vehicle complaints received and tracked in 2022.</li> </ul>